



## HELP DESK MANAGEMENT PLAN

### AT&T Help Desk Overview: DIR Platinum Customer Status

**AT&T is committed to continuous process improvement to meet DIR requirements and expectations, and to improve the end user experience.**

- Today's process for TMAC is to provide proactive customer status update to the reporting party at a minimum of every 2 hours. This standard will continue under the new contract. However, TMAC will continue to work with the DIR operations team to deliver needed support in a manner that meets or exceeds expectations.
- When the NSOC reports a network problem to TMAC, NSOC as the reporting party receives updates from TMAC, and NSOC provides status updates to DIR. When an end user or DIR NOC reports trouble to TMAC, status updates are provided to the reporting party at the minimum 2 hour interval. Updates are provided verbally, electronically, or both depending on the expressed preference of the reporting party.
- TMAC will provide updates to DIR operations upon request for any DIR agency ticket regardless of the reporting party.
- The existing negotiated interval is "at least every 2 hours" but exceptions to this rule exist, for example, on dispatched tickets ETA is provided when it becomes available.
- When DS3+ services are down hard or severely degraded, TMAC strives to provide status at 30 minute intervals and conference bridge communications support when requested by DIR (note: this is separate from internal conference bridge communications to coordinate quick and efficient repair among various AT&T workgroup personnel).
- AT&T provides many options for status reporting including automated email and IVR, in addition to calls from TMAC technicians.
- As DIR and AT&T communication processes evolve to efficient e-ticketing, AT&T is committed to meeting and exceeding DIR expectations. Weekly operations meetings will continue to be held with a focus on continuous process improvement and improved communications.

### Trouble Ticket:

AT&T understands that DIR transitioned to a self-service, e-ticketing process via the Remedy platform. AT&T trouble resolution, help desk processes, reporting, and ticket systems are malleable to integrate with DIR's vision for interfacing options as required.

The TMAC/DCMC helpdesk receives trouble reports through a variety of processes and mediums – end users and helpdesk/vendors, DIR NOC, NSOC, other AT&T internal workgroups, and



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NMA/Network Monitoring systems. Delivery mediums include telephone; email, AOTS, Business Direct, BMP (Business Maintenance Platform) and WFA/C. Reporting parties are expected to provide:

- Circuit ID or telephone number
- Description of the trouble or detailed information request. This is important to determine the ticket type: Standard customer report (CR), informational/administrative (IN), test assist (AT)
- Name of reporting party and contact information
- Local contact name and contact information (premise)
- Verification of CPE (non-managed services) and power to the affected service location.
- Access hours and local contact information
- If dispatch is required and network is proven, isolating the trouble to the customer premise and/or equipment, additional charges may apply.
- Authorization for intrusive testing
- Any additional information relevant to the reported trouble that may help expedite the repair
- Internal ticket number (help desk, Remedy, etc.)

**Escalation:**

TMAC Service Management ensures that escalation contact information is accurate and current as organizational changes occur. TMAC customers may escalate at their discretion when an event is not progressing as expected. TMAC internal escalation procedures are time-sensitive, and the pre-defined intervals are directly related to the service level, customer expectations, service impact, and duration.

- Most designed circuit services have a standard 1 hour escalation interval beginning at the 1<sup>st</sup> level and ending at 5<sup>th</sup> level management. As owner and DIR advocate of the trouble report, TMAC is the initiating party.
- Some services, such as DS3 and Ethernet, include an immediate 1<sup>st</sup> level escalation within the TMAC when the trouble report is received, and to any workgroup responsible for "next step" resolution. The standard escalation interval for these type services is 30 minutes.
- DIR operations staff, help desks, and agency contacts are expected to use the TMAC escalation guide to notify specific individuals when trouble resolution is not progressing as expected per SLA agreements. The escalations guide is available upon written or verbal request from TMAC and also on the DIR CTS internet site. TMAC Service Management ensures that escalation contact information is accurate and current as organizational changes occur. DIR may at its discretion designate a ticket or event as high priority and request immediate escalation and a minimum 30 minute interval for status reports.



**AT&T Process for requesting reports:**

AT&T will continue working with DIR and its customers to prepare and provide customized reports at an appropriate level with sufficient information and formatted as requested. Requests should be submitted verbally or in writing to Marla Romo-Loomis, Service Executive, 512-284-2847, or ML6389@att.com to any Customer Care representative at 800-792-8725.

Reports will be prepared and delivered to the responding party in an electronic format within a reasonable time interval as agreed upon by both parties.

**AT&T Process and Procedures to support DIR Customers in Transition:**

AT&T assigned Program Manager, Heather Giordano, or designated representative will collaborate with DIR to assess each situation, expectations, and individual agency/Customer needs, and then develop an effective action plan. AT&T will provide assistance with technical guidance as needed to support DIR customers in transition. As the incumbent service provider, AT&T will continue to handle service transitions efficiently and professionally.

**AT&T Process for responding to a general information request:**

Reports will be prepared by AT&T and delivered to DIR in an electronic format within a reasonable time interval as agreed upon by both parties at the time of the report request. Reports are delivered via email and to the specific requesting party.

There are several ways in which DIR can submit a general information request:

- Dedicated AT&T personnel that will answer phone calls –
  - TMAC On Duty Manager (512) 461-6983
  - State of Texas Customer Care: (800) 792-8725
- Email requests submitted to [tmac@att.com](mailto:tmac@att.com)

**Customers may also request information via the BusinessDirect web portal. AT&T Additional Support for DIR:**

AT&T will provide additional support for DIR customer conferences at no cost to DIR, and as detailed in the Marketing Plan. AT&T will provide the following at a minimum:

1. Briefings on CTSA and service offerings as part of the Marketing Plan.
2. Training sessions, included as part of the Marketing Plan.
3. AAR briefings (the TMAC Helpdesk provides AAR, briefings, and customer conference assistance upon request)
4. On-site representative(s) to answer questions and document special topic issues as appropriate
5. Demonstrations of new or emerging technology offerings as part of our ongoing marketing efforts. AT&T will provide information to customers and special sessions for DIR



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AT&T will work with DIR to determine any other appropriate activities to ensure widespread adoption of the TEX-AN NG Contract.

AT&T will provide monthly customer care reports in tab delimited format as specified in the Vendor Reporting Guide so DIR may determine service and performance quality. Reports will be provided in this way until such time as AT&T and DIR mutually agree on XML interface specifications.

AT&T TMAC currently provides several routine reports to DIR. The reports include AAR, Change Management notices and follow-up status reports for Network, ACD GOS (call answer rate), ticket analysis/summary reports, and miscellaneous demand reporting such as ticket history, and chronic status updates.

In addition, AT&T will work with DIR or DIR customers to provide any necessary reporting over and above what is already provided by AT&T.

**AT&T Trouble Ticket Creation:**

AT&T will create trouble tickets for the following at a minimum:

- a. Any service disruption reported by DIR or Customer, or detected by AT&T or its subcontractors.
- b. Any hazardous condition that has the potential for major service impact
- c. Failure of network management system that results in loss of visibility to network and telemetry data
- d. Any other fault, event, or request that DIR determines should be monitored or tracked through the Incident Management Process.



**AT&T Customer Care technician standard skills, certifications, and qualifications:**

The TEX-AN Major Account Center's (TMAC) focus is to provide support for the needs of the State of Texas Agencies. AT&T is committed to maintaining a well-developed workforce with the skills and knowledge required to support evolving technologies. Employees of the AT&T TMAC are required to complete core and advanced technical training courses. Our technician training path includes both corporate training and local specialized training designed to meet the needs of individual state agencies. Training is delivered using a combination of web-based, classroom/instructor led, and virtual classroom courses.

We ensure that our TMAC technicians have strong skills by setting high standards and providing quality training. Every technician must pass a Technical Knowledge Test or provide evidence of equivalent work experience. For new employees, we provide three months of core training. In addition, we pay for certifications from vendors such as Cisco and Microsoft. Because we hire strong talent and provide them with ongoing training, you receive outstanding service and support.

The TMAC workforce has more than 600 years of combined service experience with AT&T.

**AT&T Standard business hours and after-hours support coverage:**

TMAC will remain the dedicated customer center and single point of contact for DIR and its customers. The helpdesk is staffed by qualified employees 24x7x365. Standard provisioning hours are Monday through Friday from 7 a.m. until 5 p.m. CT. However, TMAC technicians and management are available at any time to assist with customer concerns. The dedicated help desk 24x7x365 contact number is (800) 792-8725.

**AT&T Standard technical support procedures for all Service disruptions:**

AT&T will develop and implement electronic systems to support the DIR Remedy incident management system.

DIR will utilize its Remedy incident management system to report trouble tickets to AT&T. Initially, trouble tickets will be sent via email from the Remedy system to AT&T at the email address [TMAC@att.com](mailto:TMAC@att.com)

As an alternative, DIR and its Customers can report trouble tickets through AT&T's web portal BusinessDirect, or by phone at (800) 792-8725.

Trouble is reported directly to the TMAC for resolution. TMAC technicians will coordinate repair by engaging AT&T technicians, equipment vendors, and other resources as needed. AT&T will provide joint technical support to DIR and any other Tex-AN NG Vendors in order to resolve service disruptions efficiently and expeditiously.

**AT&T 24x7 technical support for emergency Customer events:**

In the event that DIR or its Customers require technical support for emergency customer events, the TMAC helpdesk should be contacted by calling (800) 792-8725. TMAC is available 24x7x365 to quickly and efficiently respond to customer emergency events and assist with rerouting of calls (for DRS services) and service restoral. AT&T will work with DIR to establish appropriate and



customized response procedures for other emergency events as defined by DIR to meet the needs of its customers.

**AT&T Support procedures during natural disasters:**

AT&T developed and maintains a strategic plan to sustain critical business processes and functionalities in the event of a natural disaster. The plan is flexible and the process is dependent on the type of disaster. TMAC maintains a backup center at a secondary location that is equipped for use in the event of a building emergency, allowing the TMAC to continue providing SPOC services to DIR and its customers.

Also, the AT&T Global Service Assurance organization consists of other strategically located maintenance centers capable of fully supporting the TMAC and its customers, managing trouble tickets, and processing telephone calls in the event of an emergency at the TMAC main location. AT&T maintains disaster recovery plans and procedures for all employee locations.

In a disaster situation, DIR should contact TMAC at (800) 792-8725.

**AT&T Customer Care portals access:**

The AT&T Express Ticketing web portal allows our customers to quickly and easily submit trouble tickets and check ticket status for certain voice, data, and managed services from their mobile phone, tablet, or computer. Customers simply input specific asset ID information and Express Ticketing routes the ticket to the appropriate service center, including TMAC. Express Ticketing supports ticket submission, status query, chat, log updates, contest, and escalation. The AT&T Express Ticketing site is located at <https://att.com/expressticketing>.

AT&T Business Direct is our award-winning web portal that enables customers to perform a multitude of network management and administrative tasks quickly and securely. The AT&T BusinessDirect portal delivers a portfolio of online tools for efficient, effective, convenient eServicing capabilities, 24/7. Specifically, the powerful, productivity-enhancing online tools enable customers to reroute network traffic in near-real time, test circuits, report service problems and track them through resolution, and perform other customer service-related tasks online. AT&T BusinessDirect also includes numerous robust performance-reporting tools that enable customers to monitor their networks and their AT&T Managed Services such as website hosting in near real time.

**BENEFITS**

- Manage your AT&T services conveniently and securely, 24x7
- Save time by minimizing the need to place phone calls and waiting for callbacks
- Improve productivity by increasing automation and minimizing manual data entry
- Improve the accuracy of transactions by reducing or eliminating data entry errors
- Reduce costs by increasing productivity and redirecting headcount

**FEATURES**

- Make informed, cost-saving decisions with critical AT&T network performance data
- Optimize network efficiency
- Reroute toll-free calls and bring voice trunks in and out of service
- Resolve service problems more quickly



- Employ disaster recovery plans in minutes

For more information please visit <https://businessdirect.att.com/> or ask your account representative.

### **AT&T Trouble Ticket Life Cycle Management:**

The trouble ticket life cycle includes 1) trouble ticket receipt and analysis, 2) remote testing and trouble isolation, 3) maintenance activities, 4) service restoration, verification and closeout.

Trouble tickets will be received via email from the DIR Remedy system to report a trouble or by one of the other methods available to direct billed customers. The e-mail address is [tmac@att.com](mailto:tmac@att.com).

When a trouble ticket is received, we assess the report to determine if testing is needed. Most conditions require remote testing and trouble isolation. Based on the test results, we take the appropriate action—technicians will handoff a work request to other workgroups, vendors, and/or notify the customer of the test results. Specific agency contracts may determine our next course of action.

In each case, TMAC will aggressively manage the repair progress and restoration efforts, escalate when necessary, and keep the customer advised of status at least every two hours. For critical outages as defined by DIR, TMAC will proactively provide more frequent updates. Once the trouble is resolved, TMAC will contact the reporting party to verify the service has been restored to their satisfaction, advise of the reason for the trouble, and request approval to close the ticket. DIR can request more frequent status updates at any time during a service outage, and TMAC is committed to working with DIR and the operations team to deliver additional needed support.

### **AT&T Trouble ticket priorities:**

The TMAC prioritizes trouble reports based on TSP status first, then by service level (Optical, DS3, DS1, DS0, POTS). A critical priority outage is defined as a data service affecting condition involving DS3 and above services and/or multiple users. A high priority outage involves an outage of DS1 services. Medium priority is defined as an outage affecting DS0 level services, and low priority is reserved for POTS services and other conditions that are known but not service affecting nor expected to become service affecting. DIR will continue to work together with TMAC to determine the appropriate level of priority for its customers and network events.

### **AT&T Training for DIR and its Customers:**

AT&T will work with DIR to provide training on our trouble ticket and service process so there is a clear understanding of how trouble tickets are opened and managed by AT&T. Training on additional AT&T systems will be provided as needed.

DIR can get additional customer support and training on the AT&T BusinessDirect® portal by visiting <https://businessdirect.att.com>



The AT&T BusinessDirect website provides extensive reference materials and training as well as customer support resources.

As an alternative, you can call the BusinessDirect support line at 800-221-0000 for help with technical and application questions and with registration, expired IDs and passwords, and company administrators.

### **AT&T Escalation Procedures:**

When trouble reports are not progressing or resolved to your satisfaction, escalations should be directed to the TMAC helpdesk per the escalation document provided. Also, Helpdesk technicians are available to receive and process all escalation requests. The AT&T helpdesk may initiate internal and external escalations (ICO, vendor) at predefined intervals whenever maintenance work is not progressing. The intervals are dependent on the ticket service and priority levels. For example, DS3 and above services are escalated every 30 minutes, and DS0 services are escalated at two hour intervals. AT&T internal escalation intervals are subject to change and remain independent of any customer agreement.

When we must escalate a trouble report to resolve an issue with your AT&T services, we use a formal procedure that depends on trouble severity.

We define a service trouble as having one of three severity codes:

- **Severity 1 (Critical).** The network or application is unusable (i.e., recovery or bypass is impossible), and you're unable to work.
- **Severity 2 (Major).** The trouble has limited impact on your business (i.e., the issue doesn't stop service functions), or you've found a way to bypass the trouble and conduct business.
- **Severity 3 (Minor).** The trouble has minimal impact on your business, so creating an alternate way to conduct your business is unnecessary.

### **AT&T Process for logging, tracking, managing, and reporting on security incidents, network faults, and ESecS Faults:**

Although AT&T does not monitor individual customer connections for intrusions except when part of a managed security service, AT&T will promptly notify the customer if it believes that a detected intrusion attempt may impact the customer's service or information. AT&T uses a consistent, disciplined global process for the identification of security incidents and threats in a timely manner to minimize the loss or compromise of information assets, and to facilitate incident resolution. The AT&T global network operation centers maintain 24 x 7 real-time security monitoring of the AT&T network for investigation, action and response to network security events. Part of AT&T's security monitoring program incorporates proactive efforts based on trending and analysis. Security incidents also may be reported via a dedicated email account and a centralized hotline which are operational and monitored 24x7, 365 days a year.



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AT&T coordinates and documents all investigative and recovery efforts related to suspected security incidents including discovery, investigation and containment, recovery, use of data and experience for gap identification and process improvement, and cooperation with law enforcement as appropriate. In the event of a security incident, AT&T identifies the level of the potential impact and notifies customers or designated customer contact, if they are at risk, via the customer's account representative. Incidents are reported daily to AT&T's senior management to draw attention to the types of attacks reported by our incident response team as well as to provide other noteworthy incident and vulnerability information.

When a security incident is reported, AT&T SOC and TMAC will ensure all center technicians and management are immediately advised of the critical event and a tracking ticket will be created to document the incident.

AT&T provides 24x7 network monitoring for portions of the network. The AT&T SOC and AT&T Network Operations receive alarms generated by network and security elements, create trouble tickets to track an outage and report the condition to the appropriate workgroup including the TMAC. TMAC is committed to continue working with DIR on After Action Reports (AAR) upon request when DIR customers are affected by network events and further analysis is required.

To control your network problems, AT&T conducts fault management via our BusinessDirect portal. The BusinessDirect portal will give you access to information about the status of current maintenance activity as well as historical information about resolution of your trouble reports.

We provide this assurance through

- Fault detection systems and telecommunications link identification
- Effective system and link restoration processes